



**DIVERSITY
VOICE**

**UNAUDITED ANNUAL REPORT AND FINANCIAL
STATEMENTS**

FOR THE YEAR ENDED 31 MARCH 2017

Charity registered in England and Wales: 1162019

ALBERT GOODMAN LLP

Chartered Accountants
Mary Street House
Mary Street
Taunton
TA1 3NW

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Reference and Administrative Information

Charity Name	DIVERSITY VOICE
Charity Registration Number	1162019
Registered address	Victoria Park Community Centre Victoria Park Drive Bridgwater Somerset TA6 7AS

Trustees

Adrian Fawden	Chair of Board of Trustees
Louise Russ	Treasurer
Kenneth Westmoreland	Secretary
Monika Alamiyo	Trustee

Key Staff

Rafal Skarbek	Chief Officer
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Independent Examiner

Michelle Ferris ACA
Albert Goodman LLP
Chartered Accountants
Mary Street House
Mary Street
Taunton TA1 3NW

Bankers

CAF Bank Ltd
25 Kings Hill Avenue
West Malling
Kent ME19 4JQ

Email admin@diversityvoice.org.uk

Website www.diversityvoice.org.uk

Report of the Trustees

The Trustees present their annual report and financial statements for the year ended 31 March 2017.

Structure, Governance and Management

Governing Document

Diversity Voice was registered with the Charity Commission on 5th June 2015 and is constituted as a Charitable Incorporated Organisation (CIO). It has been operating since 1 August 2015, and this is its first full year of operation.

History

Until 31 July 2015 services were provided by the Midwest European Communities Association (MECA) an unincorporated Association that was governed by its constitution.

Mission

The mission of Diversity Voice is to promote social inclusion for the public benefit by preventing people from becoming socially excluded as a result of race or ethnic origin, by relieving the needs of those people who are socially excluded and by assisting them to integrate into society.

We fulfill our mission by organising social and cultural events and initiatives to broaden cultural awareness and social integration, by offering a welfare rights, employment and housing advisory service in the Polish language, by providing translation and interpretation services and community English classes, not only via our “Link Worker” project but also direct to organisations that employ migrant workers, and by offering support to Polish children in schools via our “Early Years” project.

Recruitment and Appointment of Trustees

Adrian Fawden, Louise Russ and Kenneth Westmoreland have been members of the Board of Trustees throughout the period. Aneta Plywacz resigned from the Board of Trustees on 8th November 2016. Monika Alamiyo was appointed as a Trustee on 11th July 2017.

This is Diversity Voice’s first full year of operations and we are still seeking to strengthen the Board of Trustees in order to ensure that an optimal mix of skills and backgrounds is represented on the Board.

Organisational Structure

The Board of Trustees meets on a quarterly basis and is responsible for the strategic direction and policy of the charity. A scheme of delegation is in place and the day to day responsibility for the charitable activities lies with the Chief Officer.

Objectives and Activities

In planning our objectives each year we have regard to the Charities Commission general guidance on public benefit.

The main objectives of Diversity Voice for the year ended 31 March 2017 were to deliver the services contracted by Somerset County Council, and to develop and expand our offering of community English classes. We were able to achieve both objectives.

Other objectives included work to develop support services for workers arriving from abroad in order to work on the Hinkley Point development, and to develop collaborative working with other local agencies to share skills and provide further opportunities for service users. We have made progress towards achieving these objectives, but they are still in progress.

Financial review

This is the first full year of operations for Diversity Voice, but, with the assistance of funds transferred from MECA, the successful delivery of the Tender for SCC services, and the development of new services such as community English classes, Diversity Voice is in a strong financial position to meet its future financial objectives.

The charity has received total income of £110,008, of which £98,000 was received from Somerset County Council for the delivery of services under our Tender Agreement. The charity has had total expenditure of £106,314 and recognised total net income of £3,694. The reserves available to the charity at the end of the year are £105,222, all of which are unrestricted.

Achievements and Performance of the charity

We offer an advisory service in Polish, Portuguese and other languages for the European Black and Minority Ethnic (BME) communities. We provide the following:

- Interpretation and translation services,
- English classes,
- Culture and language exchange through Lingo Link,
- Advice on benefits, employment, immigration, Right to Reside (R2R) and Habitual Residency Test (HRT)
- Support with form-filling,
- Information on local services (e.g. doctors, dentists, trade unions, police),
- Advice on Early Years, School issues
- Help with school issues,
- Support with integration into the local community,
- Housing information,
- Representation on Migrant Workers Forums on behalf of councils,
- Training for companies and organisations regarding diversity awareness.
- Support for other BME groups

Plans For Future Periods

The charity plans to continue the activities outlined above in the forthcoming years subject to satisfactory funding arrangements.

Plans are also being developed to obtain registration as a “Level 2” immigration advice provider.

Diversity Voice is also planning to develop advice services to assist people affected by the UK’s decision to leave the European Union.

Principal Funding Sources

Our main source of Funding is a Grant from Somerset County Council. The Grant is provided under a successful Tender for services. The Funding provided is not required to be restricted.

Investment Policy

Aside from retaining a prudent amount in reserves each year most of the charity’s funds are to be spent on the charitable objects in the short term so there are few funds available for long term investment. Having considered possible options the Trustees decided to place surplus funds into a “Gold” deposit account with the CAF Bank. The account pays interest at 0.20% per annum.

Reserve Policy

The Trustees have examined the charity’s requirements for reserves in light of the main risks to the organisation. It has established a policy whereby the unrestricted funds should be approximately equivalent to 6 months core expenditure.

Trustees are confident that at this level they would be able to continue the current activities of the charity in the event of a significant drop in funding. The charity’s average 6 monthly ongoing core cost of running the organisation is some £53,000. The present level of free resources available to the charity of £104,077 therefore falls substantially above the target level.

Trustees’ responsibilities in relation to the financial statements

The trustees are responsible for preparing the Trustees' Report and the financial statements in accordance with applicable law and United Kingdom Accounting Standards including Financial Reporting Standard 102 *The Financial Reporting Standard applicable in the UK and Republic of Ireland* (United Kingdom Generally Accepted Accounting Practice).

The law applicable to charities in England & Wales requires the trustees to prepare financial statements for each financial year which give a true and fair view of the

DIVERSITY VOICE
FINANCIAL STATEMENTS – YEAR ENDED 31 MARCH 2017

state of affairs of the charity and of the income and expenditure of the charity for that period. In preparing these financial statements, the trustees are required to:

- select suitable accounting policies and then apply them consistently;
- observe the methods and principles in the Charities SORP;
- make judgments and accounting estimates that are reasonable and prudent;
- state whether applicable accounting standards have been followed, subject to any material departures disclosed and explained in the financial statements, and
- prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charity will continue in business.

The trustees are responsible for maintaining proper accounting records which disclose with reasonable accuracy at any time the financial position of the charity and enable them to ensure that the financial statements comply with the Charities Act 2011, the Charity (Accounts and Reports) Regulations 2008 and the provisions of the trust deed/constitution. They are also responsible for safeguarding the assets of the charity and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

The trustees are responsible for the maintenance and integrity of the charity and financial information included on the charity's website. Legislation in the United Kingdom governing the preparation and dissemination of financial statements may differ from legislation in other jurisdictions.

This report has been prepared in accordance with the Statement of Recommended Practice: Accounting and Reporting by Charities (SORP FRS 102 – effective 1 January 2015)

Approved by the Trustees on 27 September 2017 and signed on its behalf by:

Adrian Fawden
Chair and Trustee

INDEPENDENT EXAMINER'S REPORT TO THE MEMBERS OF DIVERSITY VOICE – YEAR ENDED 31 MARCH 2017

I report on the accounts of the charity for the year ended 31 March 2017 which are set out on pages 7 to 14.

Respective responsibilities of trustees and examiner

The Trustees are responsible for the preparation of the accounts. The charity's trustees consider that an audit is not required for this year under section 144(2) of the Charities Act 2011 (the 2011 Act) and that an independent examination is needed.

It is my responsibility to:

- examine the accounts under section 145 of the 2011 Act;
- to follow the procedures laid down in the General Directions given by the Charity Commission under section 145(5)(b) of the 2011 Act; and
- to state whether particular matters have come to my attention.

Basis of independent examiner's report

My examination was carried out in accordance with the General Directions given by the Charity Commission. An examination includes a review of the accounting records kept by the charity and a comparison of the accounts presented with those records. It also includes consideration of any unusual items or disclosures in the accounts, and the seeking of explanations from you as trustees concerning any such matters. The procedures undertaken do not provide all the evidence that would be required in an audit and, consequently, no opinion is given as to whether the accounts present a 'true and fair view' and the report is limited to those matters set out in the statement below.

Independent examiner's statement

In connection with my examination, no matter has come to my attention:

1. which gives me reasonable cause to believe that, in any material respect, the requirements:
 - (a) to keep accounting records in accordance with section 130 of the Charities Act 2011, and
 - (b) to prepare accounts which accord with the accounting records and with the accounting requirements of the 2011 Acthave not been met, or
2. to which, in my opinion, attention should be drawn in order to enable a proper understanding of the accounts to be reached

Michelle Ferris ACA
Albert Goodman LLP
Chartered Accountants
Mary Street House
Mary Street
Taunton TA1 3NW

Date: 28 September 2017

**DIVERSITY VOICE
STATEMENT OF FINANCIAL ACTIVITIES
FOR THE YEAR ENDED 31 MARCH 2017**

		Total unrestricted funds	
		12 months ended 31 March 2017	8 months ended 31 March 2016
	Note	£	£
INCOME FROM			
<i>Donations</i>			
Transfer from MECA	2	0	105,060
Donations	3	3,053	2,645
<i>Charitable Activities</i>	4	106,843	60,165
<i>Investment Income</i>	5	112	13
		<hr/>	<hr/>
TOTAL INCOME		110,008	167,883
		<hr/>	<hr/>
EXPENDITURE			
<i>Charitable activities</i>	6	106,314	66,355
		<hr/>	<hr/>
TOTAL EXPENDITURE		106,314	66,355
		<hr/>	<hr/>
NET INCOME FOR THE YEAR & NET MOVEMENT IN FUNDS		3,694	101,528
TOTAL FUNDS BROUGHT FORWARD		101,528	0
		<hr/>	<hr/>
TOTAL FUNDS CARRIED FORWARD	12	105,222	101,528
		<hr/>	<hr/>

DIVERSITY VOICE
BALANCE SHEET – AS AT 31 MARCH 2017
CHARITY REGISTRATION NUMBER 1162019

		Total Funds	
		2017	2016
		£	£
	Note		
FIXED ASSETS			
Tangible Assets	8	1,215	1,634
CURRENT ASSETS			
Debtors	9	1,779	43,432
Cash at bank and in hand	10	111,438	62,054
TOTAL CURRENT ASSETS		113,217	105,486
CREDITORS: Amounts			
falling due within one year	11	(9,210)	(5,592)
NET CURRENT ASSETS		<u>104,007</u>	<u>99,894</u>
TOTAL ASSETS LESS CURRENT			
LIABILITIES		<u>105,222</u>	<u>101,528</u>
NET ASSETS		<u>105,222</u>	<u>101,528</u>
FUNDS			
TOTAL FUNDS	12	<u>105,222</u>	<u>101,528</u>

The notes on pages 9 to 14 form part of these accounts.

Approved by the Trustees on 27 September 2017 and signed on their behalf by:

Adrian Fawden
Chair and Trustee

1. ACCOUNTING POLICIES

General information and basis of accounting

These accounts have been prepared on the basis of historic cost in accordance with the Statement of Recommended Practice - Accounting and Reporting by Charities (SORP FRS 102), effective 1 January 2015, and the 2011 Charities Act and applicable UK Accounting Standards and the principal accounting policies adopted in the preparation of the financial statements are set out below.

The charity meets the definition of public benefit under FRS 102. Assets and liabilities are initially recognised at historical cost or transaction value unless otherwise stated in the relevant accounting policy.

Income

Recognition of income

These are included in the Statement of Financial Activities (SoFA) when:

- the charity becomes entitled to the resources;
- the Trustees are virtually certain they will receive the resources; and
- the monetary value can be measured with sufficient reliability.

Income with related expenditure

Where incoming resources have related expenditure (as with fundraising or contract income) the incoming resources and related expenditure are reported gross in the SoFA.

Donations

Donations are included in the SoFA once they have been received.

Volunteer Help

The value of any voluntary help received is not included in the accounts.

Investment Income

This is included in the accounts when received.

Expenditure and Liabilities

Liability Recognition

Liabilities are recognised as soon as there is a legal or constructive obligation committing the charity to pay out resources.

Assets

Tangible Fixed Assets for use by the Charity

These are capitalised if they can be used for more than one year, and cost at least £200. They are valued at cost or, if gifted, at the value to the Charity on receipt

Depreciation

Depreciation is calculated so as to write off the cost of an asset, less its estimated residual value, over the useful economic life of that asset as follows:

IT Equipment – 3 years straight line

Office Equipment – 4 years straight line

Debtors

Trade and other debtors are recognised at the settlement amount due and prepayments are valued at the amount prepaid.

Cash at bank and in hand

Cash at bank and in hand comprise cash on hand and call deposits, and other short-term highly liquid investments that are readily convertible to a known amount of cash and are subject to an insignificant risk of change in value.

Creditors

Creditors and provisions are recognised where the charity has a present obligation resulting from a past event that will probably result in the transfer of funds to a third party and the amount due to settle the obligation can be measured or estimated reliably. Creditors and provisions are recognised at their settlement amount.

Irrecoverable VAT

All resources expended are classified under activity headings that aggregate all costs related to the category. The charity is not VAT registered and therefore VAT on expenses is charged against the category of resources expended for which it was incurred.

Fund accounting

- Unrestricted funds are available for use at the discretion of the trustees in furtherance of the general objectives of the charity.
- Restricted funds are subjected to restrictions on their expenditure imposed by the donor or through the terms of an appeal.

Amounts received for restricted purposes are treated as separate funds in the financial statements. As at 31 March 2017 there are no restricted funds in operation.

DIVERSITY VOICE**NOTES TO THE FINANCIAL STATEMENTS – YEAR ENDED 31 MARCH 2017**

2. INCOME FROM MECA	12 Months 2017 £	8 Months 2016 £
MECA	0	105,060
	<u>0</u>	<u>105,060</u>

All income transferred to Diversity Voice after the closure of MECA (Midwest European Communities Association) was unrestricted.

3. DONATIONS	12 Months 2017 £	8 Months 2016 £
Simpson Millar	1,750	1,800
Barclaycard	0	325
Other Donations	1,303	520
	<u>3,053</u>	<u>2,645</u>

The income from donations was all unrestricted

4. INCOME FROM CHARITABLE ACTIVITIES	12 Months 2017 £	8 Months 2016 £
Tender amounts received:		
Somerset County Council:-		
Early Years	60,000	29,000
Link Worker	38,000	29,000
Other Translation services	304	0
Disposal of Fixed Assets	73	0
Community English Classes	7,920	0
Cultural Events:-		
ABP Food Group	0	1,700
St Nicholas Event	546	465
	<u>106,843</u>	<u>60,165</u>

The income from Charitable Activities was all unrestricted. Income of £98,000 (2016 - £58,000) was received from Somerset County Council, of which £0 (2016 - £18,000) was received under a Service Level Agreement and £98,000 (2016 - £40,000) was received under a Tender Agreement for the provision of services. Neither Agreement is restricted.

DIVERSITY VOICE
NOTES TO THE FINANCIAL STATEMENTS – YEAR ENDED 31 MARCH 2017

5. INVESTMENT INCOME	12 Months 2017 £	8 Months 2016 £
Bank Interest Receivable	112	13

The income from investments for 2017 was all unrestricted.

6. CHARITABLE ACTIVITIES EXPENDITURE	12 Months 2017 £	8 Months 2016 £
Payroll Costs	83,806	51,627
Office Expenses	7,728	4,489
Premises Costs	5,020	2,667
Other Staff Costs	7,739	5,117
Volunteer Costs	152	0
Cultural Events	1,212	1,823
Independent Examiners Fee	600	600
Other	57	32
	106,314	66,355

7. STAFF COSTS

The aggregate payroll costs were:	12 Months 2017 £	8 Months 2016 £
Wages and salaries	70,155	45,827
Social security costs	2,997	4,178
Freelance workers	10,654	3,622
	83,806	53,627

The average number of staff employed during the year was 4 (2016: 3 staff), and no employees received employee benefits of more than £60,000 (2016 :none) The Trustees consider the Chief Officer to be key management of the charity. The total costs to the charity of employee benefits for key management personnel were £37,424 (2016: £25,549)

No Trustees received any remuneration or out of pocket expenses during the year (2016: One Trustee - £14).

The charity received a £1,750 donation during the year from Simpson Millar LLP, in which the Trustee, Adrian Fawden, is a partner (2016: £1,800).

Gifts totalling £ nil (2016: £370 – Trustees & volunteers) were given to the Trustees and volunteers during the year.

DIVERSITY VOICE
NOTES TO THE FINANCIAL STATEMENTS – YEAR ENDED 31 MARCH 2017

8. TANGIBLE FIXED ASSETS

	Office Equipment £	IT Equipment £	Total £
COST			
At 1 April 2016	0	1,783	1,783
Additions	354	0	354
Disposals	0	(270)	(270)
At 31 March 2017	354	1,513	1,867
DEPRECIATION			
At 1 April 2016	0	149	149
Charge for the year	22	594	616
Disposals	0	(113)	(113)
	22	630	652
NET BOOK VALUE			
At 31 March 2017	332	883	1,215
At 31 March 2016	0	1,634	1,634

9. DEBTORS

	2017 £	2016 £
Prepayments	1,557	3,367
Other debtors	222	40,065
	1,779	43,432

10. CASH AT BANK AND IN HAND

	2017 £	2016 £
CAF Current Account	5,718	12,541
CAF Savings Account	105,674	49,513
Cash in hand	46	0
	111,438	62,054

DIVERSITY VOICE
NOTES TO THE FINANCIAL STATEMENTS – YEAR ENDED 31 MARCH 2017

11. CREDITORS: Amounts falling due within one year

	2017 £	2016 £
Accruals	1,560	600
HMRC	4,787	4,392
Other Creditors	2,863	600
	<u>9,210</u>	<u>5,592</u>

12. Analysis of charitable funds

	Fund b/fwd 1 April 2016 £	Income £	Expenditure £	Fund c/fwd 31 March 2017 £
Unrestricted funds				
General fund	101,528	110,008	(106,314)	105,222
	<u>101,528</u>	<u>110,008</u>	<u>(106,314)</u>	<u>105,222</u>

	b/fwd 1 Aug 2015 £	Income £	Expenditure £	c/fwd 31 March 2016 £
Unrestricted funds				
General fund	0	167,883	(66,355)	101,528
	<u>0</u>	<u>167,883</u>	<u>(66,355)</u>	<u>101,528</u>

**The following pages do not form part of the statutory financial statements
which are the subject of the independent examiner's report on page 6.**

DIVERSITY VOICE
DETAILED STATEMENT OF FINANCIAL ACTIVITIES - YEAR ENDED 31 MARCH
2017

	12 Months 2017 £	8 Months 2016 £
INCOME		
Transfer from MECA	0	105,060
Somerset County Council:-		
Early Years Project	60,000	29,000
Link Worker Project	38,000	29,000
Community English Classes	7,920	0
Donations	3,053	2,645
Events	546	2,165
Other Translation Services	304	0
Interest Income	112	13
Other – disposal of fixed asset	73	0
TOTAL INCOME	110,008	167,883
EXPENDITURE		
Salaries	83,806	51,627
Other Staff Costs	7,739	5,117
Volunteer Costs	152	0
Rent	5,020	2,667
Events	1,212	1,823
Depreciation	616	149
Office Equipment	94	482
IT repairs, Website & software	1,214	952
Printing & Stationery	1,989	956
Phones and Internet	2,191	1,130
Postage	291	41
Insurance	675	287
Advertising	528	285
Other	130	207
Total Office Expenses	7,728	4,489
Independent Examiner Fee	600	600
Other	57	32
TOTAL EXPENDITURE	106,314	66,355
NET INCOME FOR THE YEAR	<u>3,694</u>	<u>101,528</u>



DIVERSITY VOICE

ANNUAL REPORT

FY 2017

Bringing Communities Together

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INTRODUCTION

Introduction

WHAT IS DIVERSITY VOICE?

The CIO Diversity Voice is a not-for-profit organisation recognised as charitable by HMRC for tax purposes and is non-political organisation committed to providing quality support to all ethnic minorities who live or work in Somerset, North Somerset, North & West Dorset, West Wiltshire, East Devon and the surrounding areas.

CORE AIMS

We aim to promote welfare, provide information and create a support network for members of ALL communities living and working in Somerset, North Somerset, North & West Dorset, West Wiltshire, and East Devon. We organise social and cultural events and initiatives to broaden cultural awareness and diversity, as well as to help social integration and inclusion. We promote awareness of the culture, history, tradition and languages of the diverse residents in the area of benefit.

We support local businesses by helping them find reliable employees, and by providing translation and interpretation services. Diversity Voice has been established following the initiatives started by the Somerset Polish Community Association and Midwest European Communities Association aim. Diversity Voice aims to broaden its services to all new residents in the area of benefit. Our service was launched in 2006 and we have a long experience of working with BME communities.

Our community English classes are open to anyone for whom English is not their native language.

Diversity Voice provides EAL support for children in schools and preschools. Our translation and interpretation service for Schools and Preschools, Housing Associations and NHS services has helped hundreds of service users across Somerset, Dorset, Wiltshire and Devon.

Diversity Voice offers a welfare rights, employment, housing advisory service, we use interpreters when is appropriate.

INTRODUCTION

WHAT DO WE DO?

We offer an advisory service in Polish, Portuguese and other languages for the European Black Minority Ethnic (BME) communities. We provide the following:

- Interpretation and translation services,
- English classes,
- Culture and language exchange through Lingo Link,
- Advice on benefits, employment, immigration, Right to Reside (R2R) and Habitual Residency Test (HRT)
- Support with form-filling,
- Information on local services (e.g. doctors, dentists, trade unions, police),
- Advice on Early Years, School issues
- Help with school issues,
- Support with integration into the local community,
- Housing information,
- Representation on Migrant Workers Forums on behalf of councils,
- Training for companies and organisations regarding diversity awareness.
- Support for other BME groups.

CHAIRMAN'S REPORT

Chairman's Report

DIVERSITY VOICE

CHAIRMAN'S ANNUAL REPORT YEAR 2016-2017

This annual report for Diversity Voice must be set against the background of last year's referendum decision for the UK to exit the EU, 'Brexit'.

Despite assurances from the politicians and government, the reality for migrant communities here in Somerset, east Devon and Dorset is uncertainty over continued rights to remain and work here in the UK. This has created a high level of anxiety and concern which permeates almost every family and their long-term decisions.

Post Brexit unsurprisingly Diversity Voice has been swamped with requests for assistance and advice on what the future might hold for the Migrant community with little or no solid advice being provided by amongst others the Home Office.

Confirmation of the UK's post Brexit policy is required sooner rather than later to prevent severe problems not only for individuals and their families but also to the economy and employers of the south west who rely so heavily on the hardwork and labour this section of the community provides .

CEO and his team have risen admirably to the challenges posed in this environment, when our services have never been more in demand. Diversity Voice has continued to provide high quality language and support services across Somerset, East Devon and Dorset following our successful tenders of 2016.

To service increased demand we engaged a further bilingual support worker Dominik Stosio to work alongside Iwona Koza who has continued to provide bilingual support in schools and the local community.

We were also very fortunate to gain the services of a part time administrator Anita Mosedale to organise our central office functions.

Our St Nicholas party again proved a considerable success, complemented as it was by a well attended lecture to parents on Citizenship and Immigration rights post Brexit, a sign of the times!

We bade farewell with great sadness to Ken Westmoreland our longstanding secretary who was so vital to the securing of our charitable status and successful tenders and wish him well for the future.

CHAIRMAN'S REPORT

We continue to engage a number of freelance workers to offer high quality language services in an increasing number of languages.

As always, I must acknowledge the considerable debt of gratitude to Rafal Skarbek our Chief Executive Officer whose tireless efforts on the charities behalf are key to our success, and the detailed input from Louise Russ our treasurer without whom we would not be able to afford to provide the services that are so desperately needed by the communities we serve post Brexit.

We look forward to continuing to provide our services in what is without doubt an uncertain future year ahead and that is without even mentioning the likely impact of Hinkley Point development.

Adrian Fawden

Chairman – Diversity Voice

CHIEF OFFICER'S REPORT

Chief Officer's report

Thank you to everyone who works in the field of social justice and social integration, and to those challenging unequal attitudes towards people from other countries, cultures and backgrounds.

This report is written after the Brexit referendum and we are observing a rapid increase in hate crime incidents. One significant violent incident took place in Yeovil and several incidents took place around Somerset. Most of the incidents took the form of verbal abuse towards adults but we have been told that hate incidents also took place in schools. We are committed to supporting the victims of hate crime but unfortunately, we don't receive funding for this work, so we were only able to provide general support and record incidents. We have written to all MPs and councils in the south west requesting immediate provision to be put in place to prevent future incidents. We have been providing support for Romanian Taxi drivers, who were continuously abused and victimised by passengers. We organised a public meeting, which was a successful meeting bringing over 25 people from several organisations including Avon and Somerset Police, Somerset County Council, IAG members.

In 2016 DIVERSITY VOICE was continuing their core services for Schools, Preschools, Get Set Services, Children Social Care, several solicitors firms and many other organisations. The Trustees and staff members believe that Diversity Voice can provide holistic support to people grappling with issues relating to education, employment, immigration, housing and health. Our office based in Bridgwater proved a real asset and we were able to run a number of community events and provide a real change for people from ethnic minorities. Victoria Park Community Centre is based in the centre of Bridgwater and accessible for people from outside of Bridgwater.

I am very happy with the work of my Bilingual Support Workers. We employed one new very skilled staff member who operates across Mendip and South Somerset. We employed an office administrator, who was able to support our work with all agencies, admin work and help to support new clients and staff, contractors. Both of them are very highly educated, and have shown considerable skills.

Diversity Voice will continue its leading role in assisting the diverse community of Somerset. In particular the service will support hundreds of children in schools, preschools and through the services offered by Children Social Care.

Our St Nicholas celebration for children (and their parents) helped us to reach over 100 people in Somerset. We were also able to open community English classes in Bridgwater.

CHIEF OFFICER'S REPORT

I am pleased that Dominik Stosio was able to continue our engagement with Mendip Migrant Workers Forum.

We have been able to communicate with hundreds of agencies, government officials and voluntary organisations. This has helped us to continue and expand our community website www.diversityvoice.com which provides an official welcome pack for immigrants, both children and adults, in the South West of England. We have produced this in two main languages and have additionally translated many sections to other popular languages. We have made a huge effort to update our community website and our Facebook profile.

We have been able to start a new project for a private employer, which requested to provide English classes in Bridgwater. Every Saturday we were able to run classes for 33 workers. Additionally, we have been awarded with funding to set up community English classes for parents, who have children in Early years settings. This was run in Holway Park Primary school in Taunton. 20 parents registered for the course.

Our Right to Reside (R2R) case work has also been a success. We have provided support to approximately 24 people this year. This is complex work including appeals to the Department of Work and Pensions and representing clients at tribunals. In one case, we successfully challenged the DWP on behalf of a Slovak national, although it took two and half years before the DWP finally admitted their error.

Please see my more detailed report later.

Rafal Skarbek,

CEO

PROJECT AND WORK PROFILE

Project and work profile

SERVICE DEVELOPMENT

This development has been modelled on the services we offer in Somerset. Our range of services have expanded so that more people can benefit from DIVERSITY VOICE's work. A permanent base, located in Bridgwater, continues to provide support for immigrant communities. It is open 5 days a week where appropriately experienced and qualified staff offer advice and English lessons. Outreach support has been offered in other areas including Taunton, Frome, Shepton Mallet, Wells, Bridport, Sturminster Newton, and Barnstable. Our courses supported over 50 students in 2016-2017.

DIVERSITY VOICE has had a significant positive impact on policies and procedures for Somerset County Council, where we meet quarterly to discuss difficult issues which we aim to positively resolve on behalf of the migrant community. Mendip Migrant Workers Forum is currently the only forum in Somerset raising awareness about migration needs. In 2016-2017 we attended meetings to support the migrant workers agenda. We have informed stake holders about the new changes in migration needs and issues they face. Universal Credit has been launched in Somerset and we have also informed them about the new challenges facing European migrant workers in accessing the welfare rights system. Across South Somerset, we were able to continue offering our services as outreach work. This supported a number of schools, preschools, individuals and many other organisations.

We have been able to continuously offer our services in Taunton Deane. This was the busiest geographical area of work. We have been providing services for Blackbrook Community Primary School, Holway Community Primary School, Bishop Fox's School and many other service providers including Children Social Care.

We are pleased that we were able to continue our GCSE preparation for students attending several schools in Somerset. We have been working in King Arthur Community School in Wincanton, Crispin School in Street, Holyrood Academy in Chard and many others. We were not only able to provide preparation sessions but also to run final oral exams. Next year we are launching a new course - A Level in Polish. This should bring additional strength to many schools in Somerset.

We have started a new partnership with the local Citizens Advice service in Bridgwater and Minehead. Both organisations have referred a number of clients of many nationalities to us. Jointly with local solicitors, we have helped to resolve a number of issues regarding work compensation, accidents at work, Tax Credit and many other issues.

PROJECT AND WORK PROFILE

The ethnicity of our beneficiaries has expanded from our initial cohort of Polish Nationals to include Lithuanian, Latvian, Bulgarian, Portuguese, Slovakian, Romanian, Hungarian, Moldavian, Ukrainian, Brazilian, and Spanish. Our Facebook fun page generated over 500 likes and has helped us to communicate quicker with our members.

DIVERSITY VOICE has secured valuable links in the community and has worked with statutory and voluntary sector bodies in the delivery of its services.

CASE STUDY FOR CASE WORK IN HATE CRIME AND HRT

A Hate Crime incident the day after Brexit Referendum. The father of 4 children has been punched. The day after he went to Yeovil hospital and he needed an emergency operation to fix his temple and face bones. 6 weeks later applying with DV for ESA income related support to access free preschool for the youngest child, applying for water rates reduction, and dealing with his Bank Debt collectors. Helped to pass the test with all evidence.

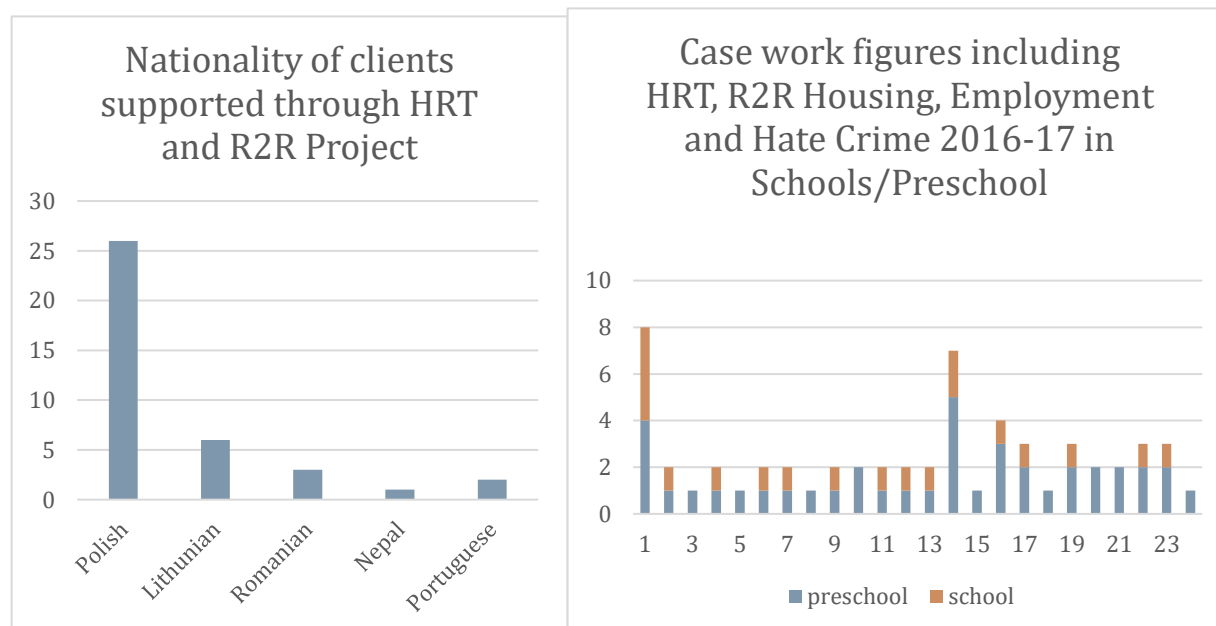
A successful case, bank agreed to his loan with small instalments, ESA and housing benefits in place, the child got a place at Reckleford Nursery and 3 other children happy and equipped in schools.

We secured benefit payments, which has not been stopped for children - improved their chance for quality education in school, free preschool secured for the youngest child.

Failed to have right to reside in UK due to lack of evidence and consecutive employment. Changes to Universal Credit caused failure. Appeal to Tribunal.

Provide evidence to DWP and making appeal on behalf of the client. DWP made a payment after appeal but waiting from tribunal about final decision.

Housing secured, financial situation became much stronger which had positive impact on children's education.



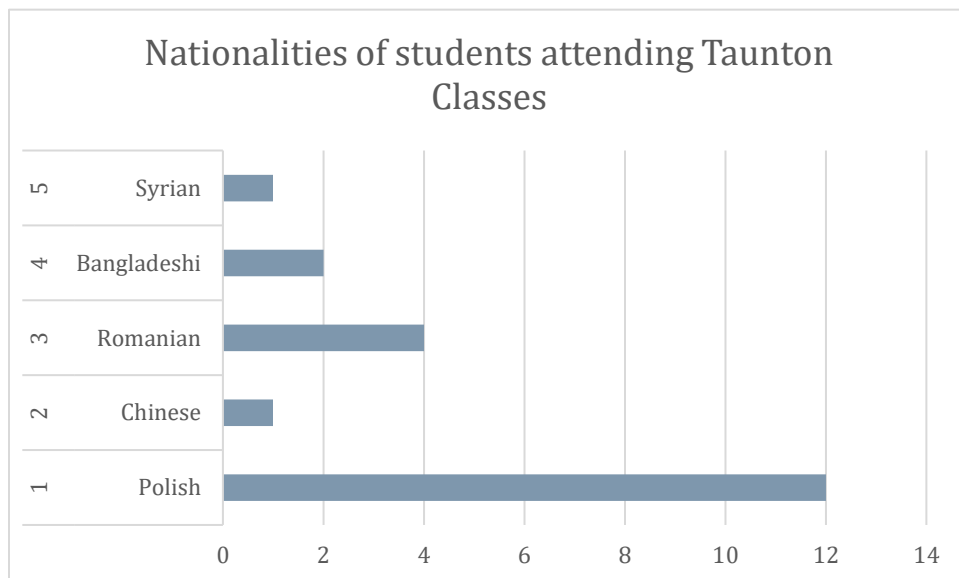
COMMUNITY ENGLISH CLASSES

Community English Classes

DIVERSITY VOICE realises that a proficiency in English language is essential to improve the life of ordinary immigrants. A lack of English language skills is the key barrier to employment, integration and access to a vast range of services. Fortunately, Somerset County Council has agreed funding to enable DIVERSITY VOICE to run Community English Classes in Taunton Deane. DIVERSITY VOICE has welcomed 20 participants to our courses, which covered local knowledge as well as wider cultural topics and focused on practical language for needs such as school and preschool registration, expectation for parents how they should support children with homework, attendance also job hunting, health and getting around. It was a great opportunity for anyone who was new to the UK, who needed to improve their language skills in order to better understand life in this country. Classes took place in Taunton. Our teacher has discussed local culture and provided information that helped people unfamiliar with local customs, history and culture. Lessons were launched in October 2016 and ran until July 2017.



Community English Classes, Taunton

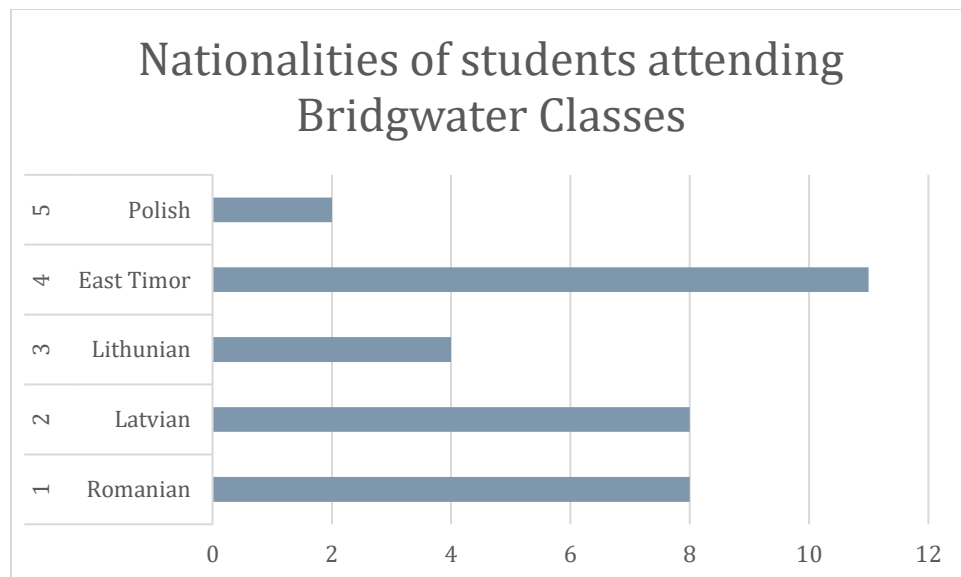


COMMUNITY ENGLISH CLASSES

We Launched in July 2016 Classes for ABP, who employs mainly immigrants. We have been able to support workers and teach them to improve their English.



Bridgwater English Classes



LINK WORKER PROJECT

Link Worker Project

Through Somerset County Council, DIVERSITY VOICE is able to facilitate communication between schools and Polish children and their families. This has been shown to have a positive impact on pupils' progress and helps them reach their full potential, both academically and socially. Therefore, our Link Worker Project, which has now been running for 9 years, is in ever increasing demand. More and more schools are involved and we provide tailored assistance depending on individual need. Among other things we support SAT and GCSE exams for EAL learners. We attend parent's evenings to make sure that everything is understood by them and their children but also to give them an opportunity to ask questions and share their concerns and worries with the school staff. We translate various letters, reports, notes and other documentation. We support teachers and School Attendance Officers by providing face to face interpretation which allows them to address concerns about progress, attendance or behaviour of a pupil. We adjust our approach to meet the expectations of the service provider. Our working methods are therefore very flexible and responsive to the subject matter.

Due to increasing demand for our service, Somerset County Council gave us permission to extend the free of charge services to cover school transition years, from September 2016. This means that free services are now available for reception year in Primary School and the youngest year group of all other schools, e.g. Year 5 of Middle School, Year 7 of Secondary School, Year 9 of Upper School. This free service is available to all schools in Somerset, providing up to 10 hours of support for each school. The number of free hours does however depend on availability. When we have too many requests we have had to reduce our free service but we are continually seeking ways to increase our provision to meet demand.

We have continued our excellent relationship with Blackbrook Community Primary School. The Head Teacher Mr Rycroft and EAL coordinator Mrs Steed are committed to fully integrating children from EAL background. We have been working continuously for 30 months in this school and the school has been able to contribute to the cost of the project, with the result that more than 10 children have improved their English language skills.

LINK WORKER PROJECT



Blackbrook Community Primary School Reception Teacher Mrs Kramer, SENCO/ EAL Coordinator Mrs Steed, Jakub, Laura, Wojtek and Diversity Voice CEO Mr Skarbek

LINK WORKER – CASE WORK STUDY

Help in communication for a young child in Bridgwater.

Julia is 5 years old and she is at the Reception class in one of Bridgwater's Primary Schools.

The school contacted us in order to help them with assessing Julia's Polish and help her to settle. I have started to support Julia on a regular weekly basis. Her Polish was fluent, so we needed to concentrate on her English. She worked hard and was desperate to learn, so she can communicate with everyone. I was helping her with her homework, because her parents do not speak English. Before my sessions, I have always talked to her Teacher to deal with any issues. After working with me, Julia started to be more confident to talk. Her Teacher and Parents noticed a great improvement in her understanding and behaviour.

Working in schools in Yeovil.

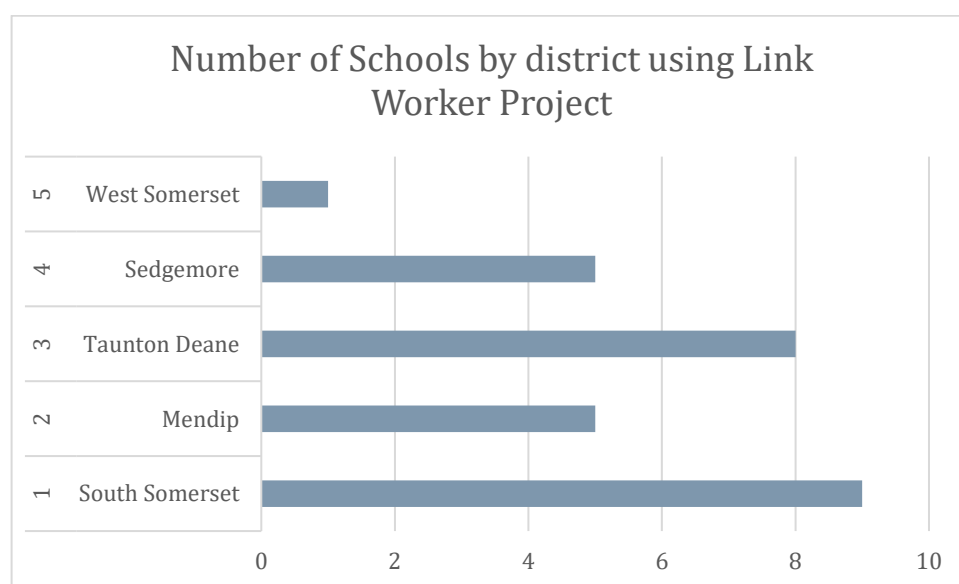
Joanne Milum, the SENCo at **Milford Infants' School** in **Yeovil** asked me to support **one child** at the end of last year. We have arranged 5 weekly supporting visits throughout January 2 hours each session to help him with his fine motor skills (appropriate pencil grip) and reckless hyperactivity. Again, through individual sessions and first language explanation of golden rules, routine and ways of self-expression, it was possible for the

LINK WORKER PROJECT

pupil to progress. Regarding fine motor skills, due to lack of time, I have instructed teaching assistants to continue with regular practical exercises. Any concerns or comments from the parent, who could not communicate clearly in English, were dutifully interpreted.

Supporting pupils at King's Arthur secondary school – Polish GCSE.

3 children have been taking a preparation course for Polish GCSE. School is committed to providing equal support for all students and therefore they have asked Diversity Voice to provide 5 months preparation course for their pupils. Oral - speaking exam was organised by Diversity Voice. All students passed the speaking exam with a very high grade. After the course 2 pupils were thinking about taking A level exam in Polish. Course included sessions focused on Polish grammar, listening, speaking, reading and writing. All participants had to do homework at home to improve their chance to get the highest mark during exams.



EARLY YEARS PROJECT

Early Years Project

Speech, language and communication skills are vital for all children. Without these skills they will not reach their full potential. DIVERSITY VOICE therefore offers a service funded by Somerset County Council (SCC), providing support for Early Years Providers, children and their parents. We work closely with local authorities, other voluntary sector organisations and education providers across the whole of Somerset. Our range of services is wide and flexible but mostly we are focusing on helping children to settle into their new environment, assessing the child's language abilities and conceptual development, teaching children through play and providing face to face interpreting. Our methods affect the development of children in a positive way. In order to make them more confident and equalize opportunities for the development of children's potential we are trying to stimulate their emotions and intellect by creative activities. We are working on building children's concentration and expanding their memory. This service is free of charge for Early Years Providers under SCC.

Furthermore, DIVERSITY VOICE provides a grant opportunity for funding diversity events in Somerset Early Years settings. The SCC Early Years Subgroup of Schools Forum has agreed to provide funding of up to £200 per setting for a diversity event. The main criteria are that the event must involve parents and aim to promote social cohesion in the setting. The event should promote positive attitudes to cultural diversity. The funding is managed by Diversity Voice and we may also be able to provide support to some settings to run the event if required. All information is available on our website or by email to: earlyyears@diversityvoice.org.uk including in the subject heading "application for £200 for diversity event".



EARLY YEARS PROJECT

Diversity Voice Senior Bilingual Support Worker Michal Puzynski with EAL children at St Georges Preschool in Taunton. Unfortunately for Diversity Voice Michal left organization to start a new project with Somerset Film. We will miss Michal and his excellent work.

EARLY YEARS – CASE WORK STUDY

Supporting Family Support Worker

Michal is 3 years old and he started to attend a preschool in Bridgwater in October 2016. He will start a Primary School in September this year. We were contacted by the Preschool to help them with assessing Michal's Polish skills and help him to settle.

I was present during his first session at the preschool. He did not want to stay and his Mum was very emotional. I talked to her and reassured her, that he will be fine. At the moment when I have started to speak Polish, he smiled. I explained to him the preschool routine and helped him to meet new friends. Each visit I tried to teach him basic English and talked to Mum and his key worker. His Polish was not fluent yet (was not able to say some sounds) so we did some fun activities to exercise his mouth, tongue and cheeks. Now he is confident and happy in the preschool and he has started to speak English.

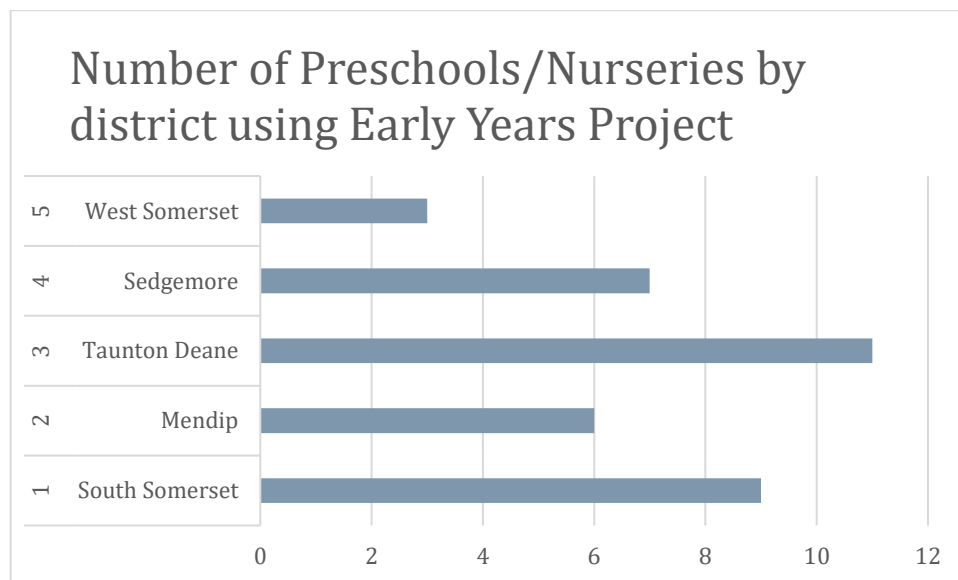
Facilitating communication with Autism Spectrum.

Casper is a 3-year-old Polish boy who has been recently diagnosed with Autism Spectrum Disorder. He attends **Nursery in Shepton Mallet, Somerset**. Casper was reported to have extremely challenging behaviour and nursery practitioners found him difficult to manage. Mum felt that relationships between nursery and home are not good. Mum would be very happy for any support with Casper. Nursery have reduced the hours that Casper attends to try and manage him. All this has changed now. I have helped with the liaison between Casper's mother and the staff and the time he spends in the nursery is significantly longer.

I have been supporting him for 4 months 3 hours a week. When I first saw him, he was extremely intelligent with numbers and letters recognizing both easily in English. He was challenging socially though. His mother, key worker and I all have noticed a positive change in his behaviour since my visits. In my opinion, it is due to me explaining the setting's routine and instructions in his native tongue to him, which brought such positive changes.

EARLY YEARS PROJECT

EARLY YEARS – PRESCHOOL/NURSERY NUMBER BY DISTRICT FROM APRIL 2016 TO MARCH 2017.



KEY ACHIEVEMENTS

Key Achievements

During the past year, apart from our two main projects (Early Years and Link Worker) and Community English Classes, DIVERSITY VOICE has been involved in numerous causes and events. DIVERSITY VOICE was involved in the Mendip Migrant Workers Forum and South West Migrant Workers Forum in which we are actively involved with numerous representatives of various organizations e.g. Police, NHS, County Council, Home Office, voluntary organisations and many others. Together we try to solve and prevent the problems of minorities residing in South West.

DIVERSITY VOICE continues to provide effective support to individuals. Between July 2016 and March 2017, we were involved in 24 cases. Some of these required a single intervention whilst others were more complex and needed our long-term support. Cases included problems related to housing, welfare rights – appeals to tribunal, Habitual residency test and right to reside in UK.

In addition, DIVERSITY VOICE still offers our successful project Lingo Link, where people from different cultures can learn from each other. The main aim of this project is to give people a chance to improve their English language and communication skills but also help newcomers to integrate with the local community and learn about new culture. We believe this project provides many added benefits as people make friends with locals and feel more confident in settling down which is beneficial for their well-being and also for the community as a whole.

In May 2016, we were interviewed by an Australian broadcaster ABC regarding Brexit referendum. We invited the Chairman of Sedgemoor District Council and Town Councillors to show them the different views of the community. We invited members of the local community to share their views regarding Brexit referendum.

In June 2016, we organised an International Children's Day together with Victoria Park Community Centre. We had hundreds of people attend and enjoyed our face painting stand, running egg, apple on the string, European awareness and many other competitions. We invited a local Polish musician, who played on his accordion. We also funded African drummers Kofi Leo to come and run drumming workshops for the community.

We attended meetings regarding Brexit referendum. One of them was hosted by Yeovil TUC. This meeting was held to discuss how Trades Unionists and others might vote in the European Union (EU) referendum. Many people came to hear what the pros and cons of leaving the EU were. It was a great opportunity for those who were still undecided to hear

KEY ACHIEVEMENTS

some interesting facts and exchange of views. There were two guest speakers: Liz Payne, Taunton Trade Unionist, speaking for the case to leave, and Gail Freeman-Bell, Yeovil Business Advisor, for the case to remain in European Union.

We continued to expand our online Forum for BME parents, who have children in preschools and schools. We added information about how to assess child's early years development, free hours for preschools, how to register a child into the school (including deadlines), we translated some of the forms to other languages mainly to Polish. For more information please visit our forum website on <http://www.diversityvoice.com/en/forum-en.html>

We have been actively supporting victims of hate crime and campaigning to underline the fact that hate crime exists in the South West of England. We have been asked to be a speaker at the conference in Bristol Town Hall organised by New Europeans, The 3 million and Bristol Mayor Marvin Rees "What does post-Brexit look like in your community". Rafal Skarbek CEO of Diversity Voice presented data of South West hate crime incidents and how referendum impacted on the local community.

We promoted cultural events, which broaden awareness of different cultures. We promoted information about the new Permanent Residency form and changes related to citizenship.

We supported information related to fire safety and informed the community about existing support from Devon and Somerset fire services.

We started new English courses for the private company and open community English classes for parents with children in preschools funded by local council in Somerset. This work supported over 50 students.

In December, we organised St Nicholas Day for children with parents. A fantastic children's party was organised in Victoria Park Community Centre by Diversity Voice. This event brought nearly 200 people together from several countries, where St Nicholas Day is celebrated. The children were able to enjoy music and cartoons while the parents took part in workshops run by Sedgemoor District Council, Simpson Millar and Diversity Voice. Parents could also take part in a discussion related to Brexit run by the lawyer.

KEY ACHIEVEMENTS



St Nicholas Day 04/12/2016 in Bridgwater

We opened our Youtube channel and we recorded 2 short films about BME communities. Our Facebook profile boosted to 650 people, who liked our profile.

We would like to thank all our partners for their important contribution towards helping new comers to settle in The South West. We hope that in the following year more partners will join our schemes and extend partnership work.